



Australian Government



Australian  
**Small Business and  
Family Enterprise**  
Ombudsman

5 August 2021

Mr Paul Lindwall and Ms Julie Abramson  
Commissioners  
Right to Repair Inquiry  
Productivity Commission  
4 National Circuit  
BARTON ACT 2600

*via email: [repair@pc.gov.au](mailto:repair@pc.gov.au)*

Dear Mr Lindwall and Ms Abramson

### **Right to Repair Inquiry – Draft Report**

Servicing and repair in the agricultural machinery sector is provided under the following conditions:

- A substantial proportion of consumers in the sector are small businesses;
- There is limited competition in some parts of the sector and more generally a perceived power imbalance between large multinational machinery manufacturers and consumers and independent repairers;
- Machinery items are typically expensive, complex in design and function, and intended for an extended period of use; and
- Machinery items are typically not covered by the Australian Consumer Law (ACL) consumer guarantees.

Consumers of agricultural machinery therefore lack the level of protection and support currently extended to consumers of similar products such as cars and light goods vehicles.

Given this, we support the recommendation from the Australian Competition and Consumer Commission's agricultural machinery market study (the market study) that active consideration be given to including the agricultural machinery sector in the motor vehicle service and repair information sharing scheme.

Likewise, we are of the view that the coverage provided by the ACL's consumer guarantees for motor vehicles should be extended to agricultural machinery.

We also support the market study recommendation that the agricultural machinery sector be included as part of any broader right to repair scheme introduced in Australia.

Thank you for the opportunity to comment. If you would like to discuss this matter further, please contact Mike Kearney.

Yours sincerely

Business and Family Enterprise Ombudsman

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